

# RENT ARREARS POLICY

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## 1.0 PURPOSE AND SCOPE

The purpose of this policy is to describe EACH Housing's policy to managing a tenancy when a renter falls behind in their rent payments.

The policy applies to all rental properties owned and managed by EACH Housing (EHL)

## 2.0 POLICY STATEMENT

EHL empowers its clients to manage their housing by providing them with access to clear information, support, and access to services.

At the commencement of an EHL tenancy, renters will be provided with procedures of how and where rent payments can be made. Renters will also be provided with information to what they should do if they fall behind in rent payments.

If a renter does not pay all, or part of their rent by the due date, they are in 'rental arrears'. EHL will work closely with renters, support services to manage rental arrears in order to sustain tenancies.

EHL will maintain early contact with renters when rental arrears have been identified and negotiate achievable rental payment plans. All repayment plans will be in writing and in some cases will be ratified by VCAT.

EHL recognises that there are circumstances which impact upon a renter's capacity to meet their rental payments on schedule and, in some cases, it is in the client's best interests to apply for hardship - see Hardship Policy.

## 3.0 DOCUMENT OWNER

The Operations Manager is the subject matter expert and person responsible for this document review.

## 4.0 REFERENCES AND RELATED DOCUMENTS

- Residential Tenancies Act 1997 (Vic)
- Housing Registrar (Vic) Performance Standards
- Rent Setting Policy
- Hardship Policy